



IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Richard L. Bruner
CHAIR

Timothy L. Lapointe
Kelly Dolan Lange

Robert F. Holz
Robert von Wolfradt

Mary Mosiman

Philip Groner, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

Iowa Telecommunications & Technology Commission

Grimes State Office Building, 1st Floor

400 E. 14th Street, Des Moines, IA 50319

FINAL

October 18, 2018

To ensure the most efficient use of State resources, the October 18, 2018 ITTC meeting was held via video conference pursuant to Iowa Code section 21.8. A video conference also ensured that more Commissioners were able to participate in the meeting and reduced the risk of delays caused by weather or other impediments to travel. The meeting was accessible to members of the public through attendance at the Grimes State Office Building.

- **Roll Call:**

- **Commissioners Present:**

- Richard Bruner, Chair (on-site)
 - Kelly Dolan Lange, Member (Lightspeed Plus video)
 - Bob Holz, Member (on-site)
 - Timothy Lapointe, Member (Lightspeed Plus video)
 - Mary Mosiman, Ex-Officio Member (Lightspeed Plus Phone)

- **Commissioners Absent:**

- Robert von Wolfradt, Ex-Officio Member

- **Iowa Communications Network Staff Present:**

- Phil Groner, Executive Director
 - Deb Evans, Agency Division Administrator, Chief Financial Officer (CFO)
 - Mark Johnson, Carrier Services Division Administrator, Chief Operating Officer (COO)
 - Randy Goddard, Business Services Bureau Manager
 - Mike Cruise, Finance Bureau Manager
 - Scott Pappan, Engineering/Operations Bureau Manager
 - Ryan Mulhall, Network Services Manager
 - Dave Marley, Field Services Officer
 - Lori Larsen, Executive Officer 2
 - Jontell Harris, Executive Officer 2 (Recorder)

- **Guest Attendees:**

- Alan Nagel, Attorney General's Office
 - Ray Warner, Aureon

- **Call to Order:**

- Chair Bruner called the meeting to order at 10:31 AM. It was noted that a quorum of members were present for the meeting.

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- **Approval of the September 20, 2018 Meeting Minutes:**

- Chair Bruner requested a motion to approve the September 20, 2018 meeting minutes. The motion passed unanimously.

Commissioner Holz – Yes
Commissioner Lange – Yes
Commissioner Lapointe – Yes
Commissioner Bruner – Yes

- **New Business:**

- **Agency Updates**

- **Agency Division Update – Deb Evans**

- Business Services:
 - The migration for the Managed Voice Services (MVS) product has been completed for the Wallace Building. The Capitol Building migration began the week of October 22 and should be completed within the upcoming weeks. The Ankeny labs should also be completed in the upcoming weeks.
 - The ICN negotiated and won the Department of Human Services (DHS) -Iowa Medicaid Enterprise (IME) call center. The ICN had lost DHS-IME as a customer but is now working with the agency to convert to MVS in the coming months.
 - CenturyLink sales is working with ICN Out-State Account Consultants (ACs) on K-12 opportunities for MVS.
- Contracting:
 - ICN has been asked to extend the timeframe for the Centralized Automatic Message Accounting (CAMA) Trunk Request for Proposals (RFP). ICN agreed to extend the due date to provide an additional two weeks for response.
 - The first equipment for the 911 project has been purchased. Billing to Homeland Security and Emergency Management (HSEMD) will begin with the October invoice.
 - Data Center contracts have been completed.
 - Bids have been received for the redundant connections needed for the 911 project. Contracts are currently in process.
- Finance:
 - Fiscal Year (FY) 2018 financials have been completed.
 - The ICN is working on the State Wide Cost Allocation Plan (SWCAP) which is due at the end of October.

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- The Finance billing system is still being assembled.
- Internal audits are being implemented on all Maintenance contracts.

COMMENTS:

NONE.

■ Financial Report – Mike Cruise

- Final FY 2018 Report:
 - Gross revenues have decreased \$1.4 million from the budget.
 - Direct expenses have decreased \$452,000 from the budget.
 - Gross margin is \$966,000 below budget.
 - Voice, Transport and Security had favorable gross margins in comparison to the budget.
 - Video, Internet, Outside Plant and Network Professional Services had unfavorable gross margins in comparison to the budget.
 - Operating expenses were \$1.2 million over budget primarily due to ServiceNow costs through the previous vendor, as well as FiberUtilities Group technician hours were over budget for the FY.
 - General Administrative expenses were \$1.4 million under budget primarily due to not beginning new projects in FY 2018 such as a portion of the Finance billing system, cyber and other security consulting projects, the Security Operations Center (SOC) development at Joint Forces Headquarters (JFHQ), as well as work on the Asset Manager program.
 - Equipment was \$2.1 million below budget.
 - The total cash from operations and equipment growth was approximately \$1.2 million favorable to the budget.
- Comparison to FY 2017 Budget:
 - From FY 2017, revenue has decreased by \$2.3 million.
 - From FY 2017, direct expenses have decreased by \$834,000.
 - The FY 2018 gross margin was \$1.5 million below FY 2017.
 - Operating expenses increased \$654,000.
 - Payroll expenses increased \$187,000.
 - Equipment expenses decreased \$6.4 million. A great portion of the network Core upgrades occurred in FY 2017.
 - In comparison to FY 2017, the overall cash deficit is -\$2.5 million.
 - It is believed that the margins will improve over the next FY especially for services such as MVS, Security and the new Colocation product.
 - In the coming months, ICN will have a better idea of Universal Service Administrative Company (USAC) 471 filings which will help in projecting revenue for the future.
 - Cost cutting measures have been implemented for operating expenses.

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- September FY 2019 Budget-to-Actual Report:
 - Operating margin for the month of August is -\$196,179.18 or -8.15%. Favorable to budgeted amount of -\$218,315.55.
 - Revenue is above budget by \$88,000 and direct expenses are above budget by \$250,000.
 - Allocated indirect expenses are a combined \$24,000 below budget.
 - Payroll and travel expenses are a combined \$184,000 below budget.
- Year-to-Date through September 2018:
 - September year-to-date margin of -\$709,841.18 is favorable to the budgeted margin of -\$1.1 million. A contributing factor is that revenue has increased approximately \$510,000, making the gross margin approximately \$332,000 favorable.
 - Allocated operating expenses have decreased by \$152,000. Payroll is under budget by \$178,000.
 - Total operating margin is \$353,870.47 favorable to the budget.
- September 2018 Comparison to FY 2018:
 - Operating margin for September FY 2019 is \$526,000 favorable to FY 2018. Although revenue has decreased by \$136,000, direct expenses have also decreased by \$72,000.
 - Operating expenses have decreased \$473,000.
 - Payroll expenses have decreased \$127,000.
- Year-to-Date Comparison to FY 2018:
 - The September year-to-date margin was -\$709,841.18 which is \$353,000 favorable to the FY 2018 margin of -\$1.1 million. The primary contributors to the margin are operating expenses decreasing \$576,000 and payroll expenses decreasing \$185,000.
 - No unusual issues to report.

COMMENTS:

NONE.

○ ICN Carrier Updates

■ Network Services Update – Ryan Mulhall

Flooding across the state has resulted in water draining, difficult weather conditions and power outages. The worst case occurred in Fayette County. FiberNetwork Services (FNS) and the ICN contractor and West Union Trenching, faced dangerous conditions during the excavation, yet went above and beyond to ensure that services were restored to customers in a timely manner. At the Iowa Hospital Association (IHA) annual meeting, the Chief Executive Officer (CEO) of Central Community Hospital in Elkader, Iowa expressed her gratitude to those involved in restoring service to the hospital. She had driven by where the washout and fiber cut occurred on her way home that evening. She stepped out of her car and spoke to

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the technicians working on the issues. She was highly impressed with the lengths that FNS and West Union Trenching went through to resolve the issues.

The interview portion of the hiring process for the Geographic Information Systems (GIS) Analyst position has been completed. Four candidates were interviewed. The candidates had a good mixture of GIS education and experience. A candidate has been selected and the ICN is in the process of working the Department of Administrative Services (DAS) and the Department of Management (DOM) to present an offer.

The Secretary of State's (SOS) office reached out to the ICN to assist with Election Day. During the 2016 election, the ICN provided additional network monitoring, support and services. The ICN will provide the same support for Election Day 2018 along with additional security monitoring and personnel.

The Iowa City and Des Moines Healthcare Cyber Security Roadshows have been completed and were well received. The Iowa City Roadshow had seven attendees from four healthcare organizations and the Des Moines Roadshow had 18 attendees from 11 healthcare organizations. The shows provided a good opportunity to network with healthcare customers as well as to highlight the ICN as a resource with expertise and knowledge. The remaining Roadshows include Clear Lake, Cedar Rapids and Council Bluffs.

COMMENTS:

Chair Bruner: Good. I am planning to attend the Clear Lake Roadshow. I've been following the Twitter updates. It is good advertising for us. It sounds like we're making good progress, getting our message out and our products in front of the people that can purchase them. Do you have any horror stories that you use when you're trying to shock people into increasing security?

Ryan Mulhall: I try not to. We face the same challenges that everyone faces when it comes to security so we are looking to provide education, idea sharing as well as the networking piece to let them know that these challenges have been faced before and that we can help.

Chair Bruner: Thank you Ryan. It sounds like the Roadshows are going really well.

■ Engineering/Operations Update – Scott Pappan

The Engineering and Operations Bureau is currently working on a number of projects. Six of the projects are considered "strategic" including Power upgrades, Core upgrades, Public Safety Time Division Multiplexing (TDM)/Ethernet project, E911 Multi-Node Call Handling Platform, and Iowa Rural Health (IRHTP).

The ICN is in the process of shifting resources that have previously been involved with SP-43 to Newton to assist with the next facility. Newton is different as it has more fiber terminations but less fiber

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to the facility. It is more work and more routes. All Invitation to Bids (ITBs) have been completed and all contracts were issued to vendors for the Newton facility.

The Power upgrade is moving forward and is scheduled for December. The Power upgrade will be the foundation of the network as well as ICN services.

For the Core upgrade, the Lucas building, Joint Forces and Boone facility are operational on 100gb. Multiprotocol Label Switching (MPLS) traffic has been moved and routes are currently being moved. Creston, Dennison and Council Bluffs will complete the Southwest ring of the network and puts the ICN at 100gb across the entire ring in the state.

Power related contracts all have been delivered/issued. All contracts have been issued for Batteries, Rectifiers, Generators and Heating, Ventilation and Air Conditioning (HVACs). HVAC installations may delay the targeted December completion date.

Multiple E911 projects are also moving forward. Colocation sites with Network services have been ordered and are being installed in JFHQ. The Colocation project will help increase revenue for the ICN.

The Engineering and Operations Bureau is testing and programming edge devices for IRHTP. Projects are being synced based upon the availability of power and other projects. With the Power being completed in December or January, the Core for IRHTP will have to be completed once that is finished. The bureau will begin with the edge locations then once the power upgrade is complete, they will follow with Core locations likely next Spring.

Working to cleanup and complete the engineering of MVS installations.

COMMENTS:

Chair Bruner: That's great. Your group is really moving ahead.

Scott Pappan: We are doing well as a group.

• Other Business:

○ ACTION - FY 2019 Legislative Proposals – Mark Johnson

The ICN has one proposed legislative item for FY 2019. The proposal was offered last year but was not given approval to move forward by the Governor's office. The Educational Telecommunications Council (ETC) and Regional Telecommunications Councils (RTCs) are established under ICN Code section 8D.5. The Councils are primarily an education function and the funding, while it originally came to the ICN for distribution to these entities, was moved up to Department of Education (DE) in FY 2015. There has always been a struggle getting members to be appointed to the RTCs. As the years have gone on, the function of the councils have diminished. The ICN met with RTC/ETC members, as well as the DE, several times over the last year and came to a consensus to move forward the language to eliminate the two entities. The ICN was not approved to move forward last year but would like to submit the proposal again.

COMMENTS:

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Commissioner Lapointe: In the past the ETC has been quite helpful in lobbying efforts when the initial sale bills came through. Are we at any risk of losing that type of quick access to lobbying efforts?

Mark Johnson: I do not believe so. They have been supportive of the initiative. I think the people who have been there to help us in terms of discussing significant and challenging issues for us will still be at the Capitol and still be there because of the value that the ICN brings to education as a whole. The RTCs really utilized the funding and were helping with some of the scheduling issues. A lot of the scheduling issues have gone away as we have moved away from the old Moving Picture Experts Group (MPEG) technology. With the funding going away, there was really no purpose for these RTC groups to exist. They have had trouble getting members to even sit on these groups so they are slowly evaporating.

Commissioner Lapointe: I assume that these entities were not important to your role or any lobbying function or you would not be recommending.

Mark Johnson: I would certainly not be doing something to make my job harder but I do not believe that this proposal does that.

Commissioner Holz: Why wasn't the proposal approved to go ahead last year?

Mark Johnson: We were not given a reason. I would guess that it was because of the issues that were going on with the investigative audit. There was just a sense of putting everything on hold with respect to us. The DE did go over on their own and seek approval to move the legislation forward under their package and they were also told no at that time.

Commissioner Lange: Is the language still the same as what we proposed last year?

Mark Johnson: Yes, the language will still be the same as we proposed last year.

Chair Bruner: Would it be safe to say that these groups have just outlived their usefulness and technology has passed them by?

Mark Johnson: While I would probably not want to offer an opinion on that, the discussions that we have had with the members of those groups seemed to take that position. With no funding available, with the difficulty of getting members, it was probably time to move on from that.

- Chair Bruner requested a motion to approve the FY 2019 Legislative Proposals. Commissioner Holz moved to approve the proposals. Commissioner Lange seconded the motion. The motion passed unanimously.

Commissioner Holz – Yes
Commissioner Lange – Yes
Commissioner Lapointe – Yes
Commissioner Bruner – Yes

- **ITTC Committee Update – Staff/Commission**

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The ITTC committees have been meeting regularly. The staff from each of the committees were asked to provide a brief overview of when the last meeting occurred, the agenda and items discussed.

Finance Committee – Mike Cruise

The Finance Committee met on Monday, October 15. Chair Bruner and Commissioner Holz were in attendance.

The agenda included:

- FY 2018 final budget-to-actual
- FY 2019 September budget-to-actual
- Procurement issues involving contracts

Customer and Services Committee – Randy Goddard

The Customer and Services Committee met on Wednesday, October 10. Commissioner Holz and Commissioner Lange were in attendance with ICN representatives Randy Goddard and Jontell Harris.

The agenda included:

- ICN Authorized users
- Request for Waiver of Network Use by Certified Users – There were no waivers requested for October
- Services – MVS, architecture of the MVS network
- OPEX vs CAPEX models and the benefits that CAPEX provides for customers
- Sales outreach – Homeland Security and Emergency Management (HSEMD) conference, IHA annual meeting, Iowa Technology & Education Connection (ITEC), sector specific sales initiatives and campaigns

Personnel Committee – Mark Johnson

The Personnel committee met on Tuesday, October 2. Chair Bruner and Commissioner Lapointe were in attendance. The committee was provided with an update on the executive director hiring process. The background check was completed on Phil Groner, the new executive director. The committee was also provided a brief update on several agency vacancies as well as two potential reclassifications.

COMMENTS:

Chair Bruner: The committees are up and operating.

- **Audit Recommendations Update – Phil Groner**

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Commissioner Lapointe requested an update on the actions that were taken by the ICN and ITTC on the recommendations from the investigative audit.

- *Recommendation – In relation to personnel issues such as employment issues, promotions and pay raises*

The ITTC has established a Personnel committee that reviews personnel related issues, staffing requirements as well as executive director performance and oversight. In addition, the state in collaboration with DAS-HRE has processes and procedures requiring staff salary treatments to have a supervisor and next higher level approval, which is also maintained throughout the ICN. All executive director direct reports have their salary treatments approved by next higher level supervisor, which would be Chair Bruner and the Personnel committee.

The ICN has instituted a policy that caps all performance merit increases at 3% for all staff including at-will, contract covered as well as management staff.

- *Recommendation - Procurement requirements*

The ITTC has established a Finance committee that reviews budgets, financial considerations, service pricing, financial audits, and contracting. The ICN issued a policy regarding dual signatures for sole-source justifications, then the ITTC later moved to have the Administrative Rules changed to include the sole-source justification language. The rule now requires dual signatures for sole-source agreements and eliminated the language that gave the executive director the lone authority for sole-source agreements. There are a myriad of existing state and DAS procurement guidelines that are already procedures. ICN adheres to those procedures. Currently, there are no purchase or travel cards issued except to purchasing officers, certain Finance staff as well as limited outside plant staff members. No members of management have purchase cards or travel cards. Annual certification and training is required of those who retain purchase or travel cards. All travel coordination is coordinated through the Finance team at the direction of Mike Cruise and Deb Evans. Deb Evans instituted another step in the I/3 process, which is the main State of Iowa accounting system, requiring CFO approval on executive director travel reimbursement. Executive director travel reimbursement will require next higher level approval as well.

- *Recommendation - Determine possible corrective action on unreported taxable benefits Mr. Ric Lumbard received*

DAS advised that there was no way to reclaim unreported taxable benefits in their system since at that time, the tax year had ended.

- *Recommendation – Legislature reviewing duties of the ITTC*

The ICN is not aware of any legislative inquiries or changes.

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- *Recommendation - ICN and ITTC should ensure that all ICN employees are aware of the responsibility to report improper actions*

The State Auditor's staff did an in-person training on March 27, 2018 for all ICN staff. The training included how to identify fraud, who could perpetrate fraud and how to report fraud. On September 27, 2018, the Auditor's office issued a training video, the first of a series of training videos, for all state employees that covers identifying and reporting fraud. The video was made available to all ICN staff.

COMMENTS:

Auditor Mosiman: In the report regarding procurement and personnel hiring, there is a statement stating that it's not clear why DAS approved these things because as you said Phil, some of these things were already on the books at DAS. I wanted the ITTC and ICN to know that we are following up with DAS as well because some of these things DAS probably should have been discussed more fully with the ICN or the ITTC before they let it go forward. I just wanted you to know that.

Chair Bruner: Thank you Mary. I know that was another issue that came up at the time, why didn't DAS catch some of these things?

Auditor Mosiman: Right. So we are following up on that too.

Chair Bruner: I appreciate your comments. We have taken this very, very seriously and I think we have addressed all of the issues included in the investigative audit and made corrections.

Commissioner Lapointe: I would second that. I want to give my thanks to Phil and the staff for being prompt and responsive to the audit recommendations. From my point of view, we've done everything necessary and then some. I also wanted to comment that the committee assignments, I think, are going very well. This is part of transparency that we need going forward and it's just a better way of doing things. In addition, the personal contact with Phil Groner that we will all have going forward as Commissioners will assist in being more responsive, transparent and promote a safer work environment. I applaud all that you are doing.

Chair Bruner: Thank you Tim for recommending the committees. I think that was an excellent idea to organize the committees again. It has really helped and as Commissioners, I think we have a much better understanding of what is going on with our customers, finances and personnel issues. It's working out well.

- **Public Comment:**

NONE.

- **Adjournment:**

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Commissioner Lapointe moved that the meeting be adjourned. The ITTC meeting adjourned at 11:11 a.m.

ATTESTED TO:

Richard Bruner - Chair, Iowa Telecommunications and Technology Commission

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